



Responses to questions:

- Q1.** Based on Louisiana's recent Press Release of a similar implementation, would Alabama consider Biometrics as a data capture/identification option as opposed to Cards and Card Readers. The use of Biometrics would cut down on expenses derived from the issuance and reissuance of Cards and allow for greater accuracy concerning the physical individual punching in/out.
- R1. No. Alabama will not consider Biometrics as an option for this project.**
- Q2.** Would the State of Alabama consider a Hosted solution (either Leased License and Hosted, or pure Software as a Service model) in an effort to control internal IT Support Costs, internal Server (Hardware) costs, and upgrade fees if the Vendor can provide the correct Service Level guarantees for their Hosted solution? As a note, Hosted and Server based solutions are available from Workforce Software.
- R2. No. Please refer to appropriate part of RFP re: vendor hosting**
- Q3.** Vendor's RFP Checklist - Attend the pre-proposal conference
- a. Will there be a conference?
 - b. If, so what will be the date & time of the conference?
- R3. No.**
- Q4.** Section 2: Standard Information - 2.6 Prescreening and Evaluation of Proposal
2.6.1 Pre-Screening Question - Can there be a review or question to the Procurement Officer about the documents being pre-screened?
- R4. No.**
- Q5.** Section 3: Scope of Project - 3.1 General Technical Requirements
POS Device must meet the following minimum requirements:
- a. Can a RFID be used instead of the magnetic card reader?
- R5. Yes, an RFID may be proposed so long as this approach meets all stated requirements.**
- Q6.** Can a Radio-frequency identification (RFID) be used instead of the magnetic card reader?
- R6. Yes, an RFID may be proposed so long as this approach meets all stated requirements.**
- Q7.** Based on sect 3.1.2 Should there be any form of manual Clock in Clock out process allowed when card is not present?
- R7. No. Alabama plans to use the prior-period swipe to address situations when the card is not present.**
- Q8.** Pending transmission, Is it acceptable for Pending Transaction data to be stored on POS Terminal rather than POS Device.



R8. Alabama requirements regarding pending transactions assume that the connection between the POS device and the host system have been lost thus requiring the data to be stored on the POS device that is physically located at the provider site. Vendors are free to propose any solution that meets the requirements pertaining to pending transactions.

Q9. General Question

Given the fact that answers to questions affect vendor proposals and the answers will not be available until May 11th, would the State consider a 2 week proposal due date extension?

R9. No.

Q10. General Question

Has the State considered approaches to situations where multiple children are transported to centers (i.e. after school van/bus)?

R10. Alabama plans to address situations when children are transported to the day care facility with the prior swipe procedure and manual claim by the child care provider.

Q11. Section 1.5.1, Page 14

Given the abbreviated time period between RFP release and questions submittal, would the state provide vendors with an extended period of time to review and provide the state with questions or comments on the terms and conditions supplied in the RFP?

R11. No.

Q12. Section 3.1.2, Page 31

Is the State making it a mandatory requirement for centers and Family/Group Day Care Homes to use the POS devices for subsidized children?

R12. Yes. POS devices will become mandatory for centers and Family and Group Day Care Homes serving subsidized children.

Q13. Section 3.1.1, Page 26

Will the State be responsible for sufficient communications architecture to accommodate the high volume of data transmission clustered around early morning check-in and late afternoon check-out times?

R13. No. The vendor is responsible for any communications architecture with regard to the TAS.

Q14. Section 3.1.1, Page 26

Will the State be requiring providers to have a minimum connectivity speed?



- R14. Yes. Providers will be required to have at least a dial-up Internet connection. If a vendor's solution requires a minimum speed, it should be indicated in their proposal.**
- Q15. General**
What is the State's budget for vendor provided services within the scope of this RFP?
- R15. There is no pre-set budget; however, vendors should offer their "best" cost.**
- Q16. COTS**
Did DHR evaluate any COTS products for "TAS"?
Did DHR find any COTS product that meets this RFP requirements? Please provide details.
- R16. No. The State has not evaluated any COTS products for the TAS.**
- Q17. COTS**
Is DHR looking for COTS or Custom based solution for this SOW?
- R17. The State will evaluate any solution that meets the stated requirements.**
- Q18. Section 3: Scope of Project**
Has the State gathered detailed system requirements and prepared any documents (such as SRS, Use Cases, etc.,) for TAS? If yes, can you share the same with the vendor community?
- R18. The State has provided functional requirements in the RFP. No additional requirements have been gathered.**
- Q19. Location & Resources**
Please confirm that DHR would like the vendor to execute this project from the Vendor's facilities.
- R19. Yes. However, the State requires the vendor to have appropriate staff, including the vendor project manager, onsite at key points during the project.**
- Q20. Location & Resources**
How many onsite vendor resources can be accommodated by the State?
- R20. Up to two (2) on-site resources can be accommodated.**
- Q21. P#13 Contract Term**
"The contract term is for a period of fourteen and half months"
- Is there a business driver behind this duration of fourteen and half months? Please provide details.
 - Is it DHR expectation that the contractor/vendor would complete all activities related to Phase 1 to Phase 6 within this period?
 - Please confirm that Phase 7 is not included in this period.



R21. Contract Term

- a. The Department has determined it to be in its best interest to adhere to the project timeline identified in the RFP document.
- b. Yes.
- c. Phase 7 is not included in the 14½ month period.

Q22. P#22 Phase 2

What is the anticipated duration for requirements determination activities?

R22. Vendors should propose a schedule for all project phases and activities.

Q23. P#22 Phase 2

"Revised Requirements Document" – The RFP requires that the vendor will produce updated requirement. Can you make the existing requirements document available to vendor community of this RFP?

R23. The existing requirements are included in Section 3 of the RFP.

Q24. P#21 to #25

The number of phases provided in the RFP seems to miss a development/construction phase. Is it included in Phase 3?

R24. Development/construction is included in Phase 3.

Q25. SME

How many Subject Matter Experts (SME's) will be allocated to this project?

R25. One SME will be allocated for the project. The primary SME will coordinate additional SME assistance based on specific need and project task.

Q26. SME

How many hours per week of each SME is State planning to allocate for the project?

R26. Hours per week will be allocated based on need for the SME and the project task.

Q27. P#23 Phase 4: Testing

- a. What is the anticipated user acceptance testing duration for DHR testing?
- b. Based on your knowledge of your user base and their locations etc., please let us know how many business days do we need to set aside to perform user acceptance testing.

R27. Testing

- a. Vendors should propose a schedule for all project phases and activities.
- b. Vendors should propose a schedule for all project phases and activities.



- Q28.** Project Environment
Will DHR provide normal office space, desktops, software, and hardware to the onsite vendor resources performing services under this contract award? Please help the vendors understand what will be provided and what will not be provided?
- R28. The State will only provide workspace for up to two on-site resources.**
- Q29.** Project Environment
Will State provide the vendor resources VPN access to its systems for the purpose of remotely accessing State network for project purposes?
- R29. Yes, if necessary. However, Alabama does not anticipate the need for the vendor staff to access the State network.**
- Q30.** Focus Group
- Is there a need to involve focus groups for the purpose of validating the requirements with them and to perform "Focus Group Testing"?
 - If yes, please provide the requirements for the same.
- R30. Focus Group**
- Yes. The State will designate appropriate CMA, State Office, provider, and client representatives for both requirements validation and testing.**
 - N/A**
- Q31.** Page #31 Admin. Terminal
Please provide list of specific browsers and their version numbers that need to be supported by this application?
- R31. The Admin Terminal must support Internet Explorer 6, 7, 8, and within one version of the most recent release of Internet Explorer. In addition, the Provider Web must support all popular web browsers, to include Firefox, AOL, and Google Chrome.**
- Q32.** Architecture
What is DHR's preference with respect to development platform (.NET or Java/J2EE) to be used for TAS?
- R32. The State has no preference.**
- Q33.** P#33 Reports
Custom Reports: What is the name of the reporting tool that DHR prefers the vendor to use for reports development?
- R33. The State is currently using Cognos version 7.4.**
- Q34.** Report
Ad-hoc Reports: What is the name of the ad-hoc report generation tool that DHR prefers the vendor to use for ad-hoc reports development?



R34. The State is currently using Cognos version 7.4.

Q35. Training

Can we propose to provide training on the train-the-trainer approach?

If yes, how much time or how many such training sessions should be included?

R35. Initial training must be planned for all State staff, CMA staff and providers. A train-the-trainer approach can be used for ongoing training of new clients and State staff. The State will require the vendor to conduct training, with child care providers, on the POS device whenever a new device is installed. Vendors should use the information provided in Appendix I and their business process to determine how much time and the number of training sessions to include.

Q36. Travel

For requirements gathering and definition, do we have to travel to multiple locations within Alabama or will the requirement be provided to the Vendor in a DHR central location?

R36. Requirements will be provided in a DHR central location.

Q37. Travel

If travel required for requirement gathering, please provide the number of locations and the frequency of travel that we need budget for.

R37. No travel is required for requirement gathering.

Q38. Travel

For User Acceptance Testing, do we have to travel to multiple locations within Alabama or will the testing support be provided in a DHR central location?

R38. Testing support can be provided in a DHR central location.

Q39. Travel

Will State provide travel expenses according to the State travel policies or should the vendor include travel expenses in the fixed price cost?

R39. The State will not provide travel expenses. The vendor should include travel expenses in the fixed price cost.

Q40. P#30 Audit Trail

Should the audit trail be captured for all TAS data or specific data structures?

R40. The State requires the audit trail to include all TAS data.

Q41. P#30 T8.

"Provide access to real-time swipe data" – What is the purpose of this requirement, please clarify with details.

R41. Via the admin terminal, providers must be able to see an up to date transaction log of swipes in/out for their facility.



Q42. P#30 T9.

What is called adjustment data? Please clarify.

R42. Adjustment data refers to the data captured as part of a manual adjustment. (See Glossary)

Q43. P#30 T11.c

“Swipe Exceptions” – Please describe the report requirement in detail.

R43. In general, swipe exceptions refers to card swipes that do not process correctly. The vendor should propose a report to meet this general requirement.

Q44. P#30 T10.

Please explain “Manual claim information” process in detail. We need more information to estimate the effort required.

R44. Via the provider web, providers must have access to the data associated with any manual claims that have been entered.

Q45. P#31 B7 and B8.

“Design, run and print” – Please explain requirements 7 and 8 in detail with respect to designing, running and printing.

R45. The State requires the vendor to provide basic ad-hoc report functionality allowing authorized users to design, run, and print ad-hoc reports. Please refer to Q33 and Q34.

Q46. P#26 3.1 “POS Device”

- a. Does DHR have any preference with respect to the POS Device model?
- b. If yes, please provide technical specifications and other details of the preferred POS Device (Starr – do not need item c)
- c. Did DHR evaluate any POS Devices for TAS?
- d. If yes, please provide the details.

R46. POS Device

- a. No.
- b. N/A
- c. No.
- d. No.

Q47. P#26 3.1.1 A “Dedicated Communication Lines”

- a. Does DHR have any preference with respect to the Dedicated Communication lines?



- b. If yes, please provide technical specifications and other details of the preferred communication method
- c. Did DHR evaluate any Communication Service Providers for TAS?
- d. If yes, please provide the details.

R47. Dedicated Communication Lines

- a. No.
- b. N/A
- c. No.
- d. N/A

Q48. Hardware/Software

For all required hardware within the scope of this project (such as POS devices, Servers, Card, Software etc.), can the vendor propose to use any existing State contracts for the purpose of procuring the required H/W and S/W?

R48. Vendors must include the cost for all required hardware in their cost proposal. Vendor can not utilize State contracts for the purpose of procuring the required hardware and software.

Q49. P#26 3.1.1 J

- a. Will the vendor be responsible for providing supplies to the providers?
- b. If yes, please provide an inventory of supplies required to be provided to the providers
- c. Please provide an approximate yearly volume of supplies to be provided to the providers.

R49. P#26 3.1.1.J

- a. Yes.
- b. Supplies to include ink, tape, wiring for connecting the POS device to the Internet service.
- c. The State expects that the vendor will estimate the yearly volume of supplies using the data provided in the appendices and the vendor's experience.

Q50 P#32 TAS CARD

- a. Does DHR have any preference with respect to the type/brand of TAS CARD to be used?
- b. If yes, please provide technical specifications and other details of the preferred TAS CARD
- c. Did DHR evaluate any TAS Cards?



d. If yes, please provide the details.

R50. P#32 TAS CARD

a. DHR has no preference.

b. N/A

c. No TAS cards were evaluated.

d. N/A

Q51. Prototype

Did DHR develop any working prototype for the TAS? If yes, please provide the details.

R51. No.

Q52. RFP and Appendices

Since the entire RFP and its appendices are posted in a read-only .PDF format, we respectfully request the RFP and its appendices in Microsoft Word and Excel (as appropriate).

R52. Relevant documents are available on the Department's web site under the RFP link.

Q53. RFP Section 1.1.4 Child Care Management System (CCMS); pages 12 and 13

Is the CCMS a custom-developed application or a commercial-off-the-shelf (COTS) product? If a COTS product, please identify the software manufacturer, version, etc. If a custom-developed application, please describe its architecture (i.e., operating system platform, data base, programming language, etc.).

R53. CCMS is a custom-developed Oracle based application.

Q54. RFP Section 3.1.2 General TAS Requirements; page 27

- a. In addition to being responsible for Internet access and electrical connections, can we assume that all TAS sites will be required to provide a Microsoft Windows XP or greater microcomputer (PC)? The microcomputer should be equipped with an available standard USB port.
- b. If not, is the Vendor required to provide each Child Care Provider the microcomputer(s) to access the TAS? If yes, will the DHR provide an estimate as to the total number of microcomputers required?

R54. RFP Section 3.1.2 General TAS Requirements; page 27

a. No.

b. No. The provider will use their own PC to access the provider web.

Q55. RFP Section 3.1.2 General TAS Requirements; page 27



Will the swipe cards require a photo of the client displayed on the card?

R55. No.

Q56. RFP Appendix D: Immigration Status Form; page 52

Is our understanding correct that the words "United Departments" should read "United States"?

R56. Yes. A corrected form is available on the Department's web site under the RFP link.

Q57. How many families will be interacting with a web interface in a year?

R57. None.

Q58. How many providers will be entering information through the web interface?

R58. Up to 2300 providers per month will have access to the web interface.

Q59. How many state staff are entering information through the web interface?

R59. Please see Appendix I.

Q60. Pg. 7 Schedule of Events

Would the State consider extending the proposal due date?

R60. No. The procurement timeline is firm.

Q61. Pg. 24 - 3.1.2.I

Please provide additional information regarding broadcast messages. What is the maximum size of such broadcast messages, in known? What is the estimated frequency of such messages? For individuals? For groups? For all clients?

R61. Estimated frequency for groups is 3 to 4 times per year. Estimated frequency for clients varies. Most clients will receive 2 messages per year.

Q62. Pg. 26 - 3.1.1.E

When multiple POS devices have to be installed will the day care be responsible for providing connectivity (i.e. analog or digital connections) for each device, or will the vendor have to do that? (The only responsibility for the day care center noted is to have one internet connectivity.)

R62. The provider is responsible for Internet connectivity for each device.

Q63. Pg. 26 - 3.1.1.K

How is the TAS system expected to capture Check in and Check outs when the POS is not working and the vendor is within the 24 to 48 hr replacement window for providing a new device?

R63. Section 3.1.2.O, describes the process for prior swipes which will enable clients to enter information after replacement of a device.



Q64. Pg. 30 - 3.1.2.P

How will adjustments to data in TAS be made? Who will be making adjustments to data in TAS (i.e., DHR, provider, client)?

R64. Adjustment will be made by DHR and CMA staff from the administrative terminal.

Q65. Pg. 31 - 3.B.B.15

Will adjustments to the data in TAS be made only through the web interface?

R65. Yes.

Q66. Pg. 31 - 3.D.A

Please define the Automated Response Unit (ARU). Will callers be allowed to interact with an Interactive Voice Response (IVR) system supported by live agents for the services listed, or will all callers require a live agent?

R66. Callers can interact with an IVR supported by live agents. However, access to a live agent must be available if situations can not be resolved by the IVR.

Q67. Pg. 32 - Section D

Under Helpdesk requirements (A) it states that an automated ARU is needed for PIN reset, Receive new Pin and Change Existing PIN, under (D) there is request for maintaining a live helpdesk to answer questions from Providers, Clients. Will the live help desk be expected to perform activities mentioned in (A) or can they transfer the callers to the automated ARU. If they are expected to help them with activities listed under (A) when is an automated ARU used?

R67. Callers can be transferred to the automated response unit (ARU) for appropriate help.

Q68. Pg. 32 - Section D

On Page 32 under (B) the SLA's for answering calls, is that for the automated ARU mentioned in (A) or is it for the ARU related to the Helpdesk mentioned in (D)

R68. This requirement refers to the ARU. Requirement D.1.i sets out the SLA for the help desk.

Q69. Pg. 34 - F,A

This section references Appendix I for details regarding who must be trained. The RFP specifies throughout that there are nine regional CMAs but only 8 are listed in Appendix I. Please clarify.

R69. Tuscaloosa Region was not included in Appendix I. That region includes 4 CMA staff for training. The total number of CMA staff requiring training is 91.

Q70. Sec. 1.8.1 page 15

Section 1.8.1, "Required Copies and Deadline for Receipt of Proposals," requires that "vendor must submit one (1) original proposal and seven (7) copies" and "proposals must be sealed and labeled..."



- a. Should the Technical Proposal and Cost Proposal be in one volume, or separate volumes?
- b. If separate volumes, should there be 1 original and 7 copies of both the Technical Proposal and the Cost Proposal?
- c. Should they be sealed together or should the Cost Proposal be sealed separately?

R70. Sec. 1.8.1 page 15

- a. **Separate volumes.**
- b. **Yes.**
- c. **They may be sealed together.**

Q71. Sec 3.1.1.G Page 26

Vendor sends Provider Agreements to all new State authorized Providers. Taking into account the time to mail to the Provider and to receive the signed Agreement could well exceed 3 days, we ask that the State consider a longer time period for installation. Would the State agree to a 10-day timeframe, more in line with industry standards, providing no undo delay in provider's signing and returning the document?

R71. The State will require providers to have all agreements in place prior to the vendor being notified to install a new POS device.

Q72. Sec 3.1.1.Z Page 27

Will the State please define "online help"?

R72. Online help is a form of user assistance that provides users with brief explanations of a field's purpose or instructions for completing a task. Online help should be accessible by pressing/clicking a button within the system.

Q73. Sec 3.1.2.C Page 28

Will the State consider entry of a child identifier by the client as an alternative to returning child names, as this could reduce overall program costs?

R73. Yes, the State will consider a child identifier.

Q74. Sec 3.1.2.E Page 33

Will the State consider a data file containing all activity performed in the system that could be loaded into a State data warehouse application as an alternative to hard coded reports that may require vendor design and content changes as the system matures? This has been found to be an effective cost saving tool.

R74. No.

Q75. Sec 3.1.2.F.H Page 34

Will the State provide training to contractor and subcontractors in suspected child abuse identification?

R75. No.



Q76. Sec. 4.2, page 36

Section 4.2, "Proposal Format," instructions specify that *"All proposals must include labeled tabs that correspond with the bolded sections (i.e., 4.2.2 Table of Content, 4.2.5.1.1 Vendor Profile and Experience, etc.) and subsections to which the information pertains."*

There are 39 bolded section headings that fall within those outline levels. Can you please specify whether you want tabs for all of them, and if not, please list the tabs required.

R76. Tabs should correspond with the first section/subsection on each page, when there are multiple sections/subsections on a page.

Q77. Sec. 4.2.1 page 36

Section 4.2.1 states that the first page of each proposal must be the completed Cover Sheet. May we include a Transmittal Letter before the Cover Sheet?

R77. No.

Q78. Sec.4.2.5.1.1 (d) page 37

Section 4.2.5.1.1 says "d) specify the Department in which the Vendor is incorporated or otherwise organized to do business". Do you mean the State in which the Vendor is incorporated?

R78. Yes.

Q79. Sec. 4.2.2, p. 37

Section 4.2.4 requires that "a copy of all required **Licenses, Certificates, and /or Credentials**" be included in this section. Can you please specify what licenses, certificates, and/or credentials are required for this project???

R79. Not applicable.

Q80. Section 5.5, page 43

Price Sheet Template Part V appears to be missing from the RFP package. Can you please supply a copy?

R80. Corrected price sheets are available on the Department's web site under the RFP link.

Q81. Section 5.6, Page 44

Price Sheet Template Part VI appears to be missing from the RFP package. Can you please supply a copy?

R81. See R79.

Q82. Section 1.3 , Page 13

Considering the time it takes to implement a child care time and attendance system, the term of the base contract is very short. Would the State consider extending the length of the base contract to twenty-six and a half months, with optional renewal years?

R82. No.